



**CONSUMER  
& INDUSTRY  
SERVICES**

*"Serving Michigan...  
Serving You"*

# e-DISCUSSIONS

VOLUME 31 - May 7, 2003

## *From the Director*

*by David C. Hollister*

Did you know the Bureau of Commercial Services' Licensing Division processed approximately 40,000 new/relicensure applications and 160,000 renewals last year? This is in addition to handling day to day functions of record changes, returned checks, and answering telephone calls. This statistic is just an example of the amazing work our CIS employees accomplish on a regular basis!

If you think about the fact that there are approximately 4,000 employees in CIS, handling everything from licensing to unemployment compensation to safety in the workplace, you can imagine the impact our associates have on the daily lives of Michigan consumers and their families each and every day. And many of those days I'm sure have gone by without a well-deserved "thank you" or a pat on the back for the work you do.

This week marks "State Employee Appreciation Week" and I wish to say "thank you" to each and everyone of you for your hard work and dedication. In honor of this week, I am launching a web page so I can hear from you directly since I value your input as a state employee. Whether it's an idea on cutting red tape in state government or a comment/question you want me to see - I want to hear from you! (See instructions at right. The direct address is: [http://www.michigan.gov/cis/0,1607,7-154-11119\\_23419-67362--,00.html](http://www.michigan.gov/cis/0,1607,7-154-11119_23419-67362--,00.html).) The web form has been created to allow you to leave your name and contact information so we can be in touch or you can choose to be anonymous - whichever you prefer.

I also want to take this opportunity to express my appreciation to the



**David C. Hollister**

### Let Your Voice Be Heard as a State Employee

I want to hear your ideas, comments,  
suggestions & questions!

Visit the CIS home page:

<http://www.michigan.gov/cis/>

and click on "David C. Hollister  
Biography," then the link "A Note to  
the Mayor."

You can leave your name and contact  
information or remain anonymous -  
whichever you choose!

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many employees of CIS, Career

Development and the Michigan Economic Development Corporation who are serving or have loved ones serving our nation at this time. We have compiled a list of these special employees on pages 2-3. I want these individuals to know we are extremely grateful for the courage they demonstrate and sacrifice they are making on our behalf. The old adage that every generation will be called upon to reaffirm its commitment to democracy is clearly true today. It can't be easy to have a loved one so far away and in potential danger so please know that your associates are always here for you and we want to know how we can be of help during this difficult time. If you see a co-worker on the list, please let them know how much we care and that they are in our thoughts and prayers each and every day.

*David C. Hollister*

# Our Employees with Loved Ones Serving Our Nation!



The following employees of CIS, Career Development and the Michigan Economic Development Corporation are serving or have family serving our nation. Please let these associates know how grateful we are for the sacrifice they and their loved ones are making for our nation and our freedom.

Employee	Bureau/Office	Relationship/Name	Deployment Information
Chris Volz	MLCC-Finance	Son/Joseph D. Tuckey	Aviation Electrician on the Kitty Hawk
Gerritt Bakker	BCC-Manu. Housing	Employee	Stateside - Kansas Military Police-Annual
Casey Griggs	BCC/Fire Safety	Step-Son/Matt Willis	SSgt. Marine Corps-Somewhere in Iraq
Gerald Denise Gordon	BWUC	Employee	Stateside - Selfridge, Michigan
Matthew Matzinger	BWUC	Employee	Deployed 4/18/03
Charlette Byrd	BWUC-Human Res.	Cousin/Darryl Blyther	To be Deployed-91st Engineer-to Iraq
Hans Larsen	MEDC	Son-in-law/Michael Stefan Roberts	Black Hawk Helicopter Crew Chief-3rd Infantry-Iraq
Carla Leger	MESC	Son/Philippe Carl Leger	Stationed on the Harry S. Truman
Robert D. Stacy	BSR-CET	Nephew/Jerome Roebuck	US Army Truck Driver - Iraq
Jackie Peoples	BOH	Son/Dwayne Peoples	US Army Training-Stateside-S. Carolina
		Nephew/John Gantz	US Army National Guard-Iraq
		Nephew/Robert Gause	US Army-Stationed in Germany
		Great-Nephew/Adrian Johnson	US Air Force-In or near Iraq
		Nephew/Michael Johnson	US Navy-At Sea
		Nephew/Martel Monroe	US Army-Stateside-Stationed in Maryland
		Brother-in-law/Marvin Monroe	US Army-Stateside-Stationed in Louisiana
Florence Abel	BWUC	Son/Owen Thomas	4th Infantry Div.-Kuwait
Joyce Hurley	BWUC	Son/Jason Hurley	US Army Reservist-Korea
Ann Scott	BWUC	Nephew/Lord S. Foster	Kuwait
Patrick MacLean	BWUC	Nephew/Philip MacLean	101st Airborne-Kuwait
Paula Merwin	BWUC	Step-Daughter/Jessica Merwin	Senior Airman-Air National Guard-Kuwait
Margaret Pancost	BWUC	Nephew/Eric Woodard	Pfc - Germany
		Step-Son/Timothy Pancost	US Navy-At Sea-USS Ticondaroga
Lois Balcom	BWUC	Son/Aaron J. Lindgren	US Navy-Airman
Gerald Denise Gordon	BWUC	Employee	US Army-Orders for deployment to Iraq
Jerry Boucher	BWUC	Son-in-law/Michael A. Tichenor	US Air Force-Mid-East
Yvette Leonard	BWUC	Nephew/Percival Rashid	US Army-undisclosed location
Constance Luckett	BWUC	Nephew/Pat Clifton Luckett	US Army-Serving in the Middle East
Amanda Yard	BWUC	Cousin/Jim Bennett	US Army
Murrin Shannon	BWUC	Son/Wayne Haynes	US Army
		Son/Jeffrey A. Haynes	US Army
		Son/Christopher Haynes	US Army
		Brother/Clarence B. Hutson	US Air Force
		Nephew/Kevin Slaughter	US Marine Corp.
Diane E. McManamy	BWUC	Son/Patrick L. Harrington	US Army-Re-Enlisted 3/31/03
		Daughter-in-Law/Jackaline Harrington	US Army



# Our Employees with Loved Ones Serving Our Nation!



Employee	Bureau/Office	Relationship/Name	Deployment Information
Judy S. Salajan Kelly A. King	BWUC BWUC	Brother-in-law/Tim Kudla Husband/Jerald J. King	unknown US Marine Corp-MSgt. Stationed at New River Air Station in Jacksonville. He is attached to the reserve unit out of Selfridge that was sent to NC to "backfill the base" while that unit deployed overseas. His orders are for 2/3/03-2/4/04.
Bonnie Clark Angela Miracle	BWUC BWUC	Son/Jared Clark Niece/Audrey Lammer Niece's Husband/Adam Lammer	US Army-Stationed in Iraq US Army-4th Infantry-Fort Hood,TX -Stationed in Iraq US Army-4th Infantry-Fort Hood,TX-Stationed in Iraq
Debra L. Lanczak	BWUC	Son/Gregory P. Lanczak	US Navy-Serving on the USS Abraham Lincoln in the Persian Gulf
Carmen Perez Sharon Zeien	BHS-Nurse Const. MDCD-ESA	Daughter/Laurice Rica Ritumalta Nephew/Aaron R. Coleman	US Marine Corp-Kuwait US Navy-Lincoln Battle Croup-USS Abraham Lincoln - Persian Gulf
Beverly Taylor Gary Perkins	MDCD-ESA MDCD-ESA	Brother/Dwayne B. Taylor Son-in-Law/Tim Partridge	US Army-Germany/scheduled to go to Iraq Staff Sgt. Marine Reservist-In Iraq with the 6th Engineer Service Support Battalion
Minerva Rodriquez-Hindes	MDCD-ESA	Daughter/Rosita C. Rodriguez	US Army-11th Signal Brigade, Bravo Co.-Stationed in Kuwait
Kimberly Harvey	MDCD-ESA	Step-Son/Jerome Harvey	HHC, 1-105 Infantry-Stateside-Kentucky
Rosalind Rangel	MDCD-ESA MDCD-ESA	Step-Son/Tyrone Harvey Son/Guadalupe Rangel, Jr.	Ft. Wainwright, Alaska Statt Sgt.-Army Special Forces-Deployed but family does not know location
Debby Cheresko Glenna Zollinger-Russell	MDCD-OWD MDCD-OCTP MDCD-OCTP	Son/William Cheresko Son/Joseph Guzik Son/Kenneth Klynstra	US Army-To be deployed to South Korea Air Force-Somewhere in the Middle East Air Force - Stateside-Fort Bragg, NC
Brenda/Maria Mazuca Tom Gawrych	MDCD-OCTP MDCD-M & PR	Nephew/Cousin/Michael Mazuca Employee	US Marine Corp serving in Kuwait 1st Lt. Michigan Army National Guard-Returned to Work March 31, 2003 after Year-Long Deployment at the Pentagon
Carol Clark	MDCD-OCTP	Husband/Steve Clark	Command Sergeant Major-Michigan National Guard-Works Directly for the Assistant Adjutant General-Not Deployed but helps ready soldiers for deployment
Dawn Jagelewski Chris Mullane Lynda Charlebois Deborah Wood Kathy Strop	BFS-Traverse City BFS-Bloomfield Hls. BFS-Lansing BFS-Lansing BFS-Mt. Pleasant	Brother-in-law/Mathew Jagelewski Cousin/Brian Mullane Son/Brian Charlebois Son/Zackariah James Wood Nephew/Keith Koch Nephew/Russell Koch	Air Force-Stationed in Hawaii Air Force-Military Police Air Force-Staff Sgt. US Navy-Second Class Petty Officer US Army Reserves-SPC US Air Force
Loma Campbell James M. Clark Patricia James	BFS-Bloomfield Hls. BFS-Bloomfield Hls. BFS-Detroit	Brother/Everton Williams Son/James H. Clark Nephew/Damon Slaughter Nephew/Eugene Curtis Smalley	US Marines Air Force US Navy US Marines
Diane Kalisz	BCS	Son/Christopher Kalisz	US Marines, Signals Intelligence, Reconnaissance, Home-Base: Hawaii



# Serving Our Nation Tribute

## Showing Our Troops That We Care...

### ***Tell a Service Member Thank You Through the USO***

With hundreds of thousands of U.S. troops deployed around the world, actively engaged in Operation Iraqi Freedom and the fight against terrorism, the USO is offering a way to send a reminder to the troops that they are appreciated and have not been forgotten.

Due to heightened security, individuals can no longer send letters and packages marked for delivery to 'Any Service Member'. Endorsed by the Department of Defense, the USO program "Operation USO Care Package", provides individuals with a way to touch the lives of our deployed troops around the world.

The USO is sending care packages that include requested items such as pre-paid worldwide phone cards, sunscreen, travel size toiletries, and messages from Americans who want to thank them for their service. As days turn into weeks and weeks into months, reminders from home are welcomed by the troops.

If you are interested in sponsoring a care package and including your personal message please visit:

<http://www.usocares.org>

### ***Help Military Members and Families Via the American Red Cross***

The Bureau of Safety & Regulation employees helped our troops by purchasing supplies and writing letters to the troops. The parcel was inspected and approved by the American Red Cross before shipping. You can also support U.S. military members and their families through the American Red Cross. Financial donations can be made to Armed Forces Emergency Services by calling 1-800-HELP NOW or 1-800-257-7575 (Spanish). Contributions may be sent to the American Red Cross Armed Forces Emergency Services, P. O. Box 91820, Washington, DC 20090. Led by 1.2 million volunteers and 36,000 employees, the Red Cross annually mobilizes relief to families affected by more than 67,000 disasters, trains nearly 12 million people in lifesaving skills and exchanges more than a million emergency messages for U.S. military service personnel and their families. For information: <http://www.redcross.org/>

### ***Never Forget Our Veterans and POW/MIAs***

Bureau of Health Systems employee, Kathryn "Kitti" Bletz, has a husband who is promoting awareness of POW/MIAs by spending six to eight hours a day in a bamboo tiger cage with his ankles shackled to the floor. Her husband, Fred "Gunner" Bletz, is part of a group making a long trek to promote awareness of POW/MIAs from all wars. A former Marine and two time Purple Heart recipient, Bletz hasn't been forced to sit in the cage, but rather he's doing it as a member of Rolling Thunder Inc. to raise awareness of those who are prisoners of war and missing in action from all wars. The group, known as Band of the Hands, left Lansing, Mich., on March 15 and are walking about 15 to 20 miles per day to complete a nearly 900-mile journey. The final destination is the Vietnam Veterans Memorial for the Memorial Day weekend. For more information, visit:

<http://www.rollingthunder1.com>.







# Fun Committee Hosts St. Patrick's Day Reception

The CIS Fun Committee held a St. Patrick's Day Reception and Limerick Contest with special guests, Director David C. Hollister and his wife, Christine.

The Fun Committee consists of volunteers who raise funds through pop, water and snack sales for fun morale-boosting activities for CIS employees in the Williams Building. Employees were invited on March 14 to meet the new director, tour the director's office, enjoy breakfast refreshments, and vote for their favorite entry in the 2nd annual limerick contest.

The committee received 50 very creative limerick entries and 70 votes were cast. Due to a three way tie for first place, Deputy Director Bob Swanson drew the winners at random. The super creative employees of the 5th Floor Williams Building practically swept the awards. The winners and their donated prizes were:

**First Place:** Rick Brummette, Health Systems Division of Licensing & Certification won "A Night Out for Two: Dinner at Bennigan's/Tickets to Connxtions Comedy Club" (Donated by Connxtions)

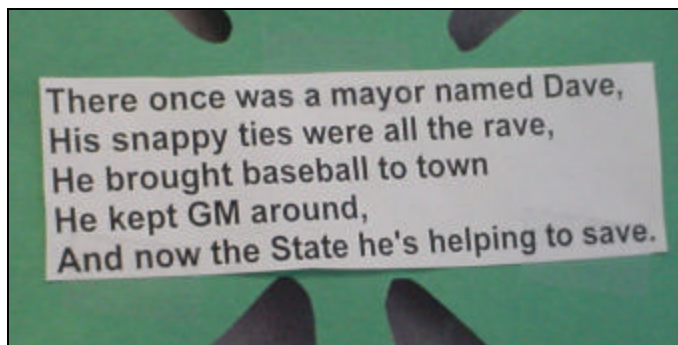
**Second Place:** Mary Hines, Finance won Two Tickets to Connxtions (Donated by Connxtions)

**Third Place:** Barb Alspaugh, Health Systems Lab Improvement 5th floor won \$10 in Lottery Tickets (Donated by the Fun Committee)

**Honorable Mention:** Tod VanWieren, Radiation Safety Section received \$5 in cash (Donated by the Fun Committee)



*Above, Carolyn Connelly, Haideh Najafi, Ric Benson, and Janet Hobley of Bureau of Health Systems Licensing & Certification look over a collage of photos in Director Hollister's office. Hobley said David Hollister was her teacher when she attended Eastern High School in Lansing. Below, CIS employees review entries before casting their vote for a favorite.*



*Above, the 3rd Place winning entry in the limerick contest. Below, Christine Hollister meets CIS Media & Communications secretary Nancy Benjamin.*



## Meet Your Director - Okemos Reception



*At left, Gloria Keene of the Bureau of Commercial Services and Director David Hollister at the March 19 Okemos reception. Above, Steve Gobbo of Commercial Services and CIS Deputy Director Bob Swanson.*



*Above, CIS Deputy Director Dennis Sykes greets Bob Kunkle of the Bureau of Health Services. At right, Kit Murphy of Commercial Services meets the director.*



*Bureau of Commercial Services employees Sue Hensley, Sharon Murphy, Mary Littlejohn, and Diane Kalisz meet new director, David C. Hollister.*





# Meet Your Director - Secondary Complex Reception

### **Secondary Complex "Meet the Director" Photos Available**

The Bureau of Safety and Regulation (BSR) took 150 digital photos during the General Office Building (GOB) "Meet the Director" reception on March 13th. BSR has burned several CDs to share the photos with other bureau/agency employees who attended the reception.

A CD will be sent to the communications liaison of each participating bureau/agency. The photos can be placed on a shared drive that is available to employees, or the CD can be routed to attending employees. A sign-in sheet has been sent to each communications liaison to help identify attending employees.

As with all digital photos, they are identified by a number. Employees will need to view each photo to determine the content.

You can contact Nancy Benjamin in the CIS Media Relations Office, [nbenja@michigan.gov](mailto:nbenja@michigan.gov), if you don't know the name of your communications liaison. Thanks to Chuck Lorish, a Supervisor with the BSR General Industry Safety Division, for taking the photos!





## Bureau of Employment Relations

### BER Labor Mediator James Spalding Selected for Friend of Education Award

Bureau of Employment Relations Labor Mediator James Spalding has been selected as the 2003 Friend of Education Award from the Kent County Education Association (KCEA). He was recognized at a banquet on May 6th in Comstock Park.

The Executive Committee of the KCEA declared Spalding as the recipient of this award for his contribution toward labor peace in Kent County and the role he played in the development of the County Calendar agreement.

Spalding is currently meeting with the Kent Intermediate School District and Unions on a monthly basis to facilitate a Labor/Management committee seeking to find peaceful resolution of county-wide issues during the pending school funding budget crisis.

Education is one of Governor Jennifer Granholm's priorities and Spalding's receipt of this award is just another example of the BER Labor Mediation Staff's ongoing contribution toward improving Michigan's education climate by fostering and promoting labor peace and a positive, productive labor management environment.



**JAMES SPALDING**



## Bureau of Family Services

### Michigan State Law Now Gives School Districts More Choice and Control Over School-Operated Child Day Care

Department of Consumer & Industry Services (CIS) Director David C. Hollister and State Superintendent Tom Watkins announced that as of April 1st school districts throughout Michigan can apply for an exemption from state child day care regulations for their school-based before and after school programs.

"We know schools are very capable of running these child care programs and now we will have more resources to provide even better oversight for non-school based child care," Hollister said. "This exemption allows us to eliminate duplicative standards while maintaining oversight of our children's health, safety and welfare in before and after school programs."

Late last year the Child Care Organization Act, P.A. 116, was amended to allow facilities or programs for school-aged children that are operated at a school by a public school, or by an individual or organization under contract with a public school, to request an exemption, or waiver from P.A. 116.

There are several criteria that must be met prior to the Department of Consumer & Industry Services approving a waiver request: The program must be currently licensed or approved; The program must have been in operation and licensed, or approved, for a minimum of four years prior to the exemption request; During the past four years, there must not have been substantial violations of the act or administrative rules; and the school board or board of directors must adopt a resolution supporting the application for exemption.

The department must act within 45 days of receipt of a waiver request. Under P.A. 116, the effective date for the exemption cannot be before July 1, 2003.





## Bureau of Safety & Regulation

### CIS Presents Rexair's Cadillac Plant with MIOSHA Award

Rexair Inc.'s Cadillac plant received the Ergonomic Innovation Award from the Michigan Department of Consumer & Industry Services (CIS). The CIS Bureau of Safety and Regulation (BSR) is responsible for administering the Michigan Occupational Safety and Health Act (MIOSHA).

BSR Director Doug Kalinowski presented the award on March 24 to Bruce Schafer, Vice President of Manufacturing. The BSR Consultation Education & Training (CET) Division issues the Ergonomic Innovation Award to employers for innovative ideas that have been implemented to reduce worker strain.

"Rexair's products, which are manufactured in our Cadillac facility, are recognized worldwide as the very best in the cleaning industry," said Paul T. Vidovich, Rexair's Chairman, President & CEO. "We have the most dedicated, hard working and safety conscious workforce in all of Michigan, and we are very proud of each of our employees and their contributions to the success of this organization."

The Cadillac facility employs 300 workers and has made significant ergonomic innovations that eliminate manual lifting in three different work stations, and that reduce torque force to the hand during screw gun operations.

"Ergonomic injuries and illnesses are a major concern to employers today," said BSR Director Kalinowski. "We are proud to recognize Rexair's Cadillac facility for their outstanding efforts to make ergonomic changes to protect employees, and at the same time increase productivity. This just makes good business sense."

The Rexair Cadillac facility is the manufacturer of the Rainbow® Vacuum Cleaning System. Rexair, Inc. is a multi-national corporation with over 65 years of manufacturing and sales expertise and world-wide distribution to more than 70 countries.



## Public Service Commission

### MPSC Designates FTC's "Do Not Call" Registry as Michigan's List

The Michigan Public Service Commission issued an order on April 17 designating the Federal Trade Commission's do-not-call registry regulating some telephone solicitations as the Michigan do-not-call list.

Public Act 612, which amended the Home Solicitation Sales Act, stated that if a federal government agency establishes a federal do-not-call list, the MPSC shall designate the federal list as the state do-not-call list. The Act regulates certain telephone solicitations and prescribes penalties and remedies for violations.

The Federal Trade Commission has contracted with a vendor for the list, received approval for over \$18 million in funding for the registry, and announced the implementation timeline. Internet and telephone registration for the federal list is scheduled to begin in July 2003. Telemarketers and other sellers will be able to access the registry beginning in September 2003, and enforcement of the federal do-not-call provisions will begin in October 2003. The Federal Communications Commission (FCC) has also instituted a rulemaking procedure designed to complement the FTC's list.

Establishing the federal list as the Michigan list promotes government efficiency by avoiding unnecessary duplication of resources. In addition, customers benefit by being protected against both intrastate and interstate telephone solicitations with just one registration.

Updates on the federal registry are available on the FTC's Web site:

<http://www.ftc.gov/bcp/online/edcams/donotcall/index.html>



### New Bureau of Construction Codes and Fire Safety Consolidates Functions to Save Costs and Improve Efficiency

Governor Jennifer M. Granholm and Michigan Department of Consumer & Industry Services Director David C. Hollister announced that the Office of Fire Safety has merged with the Bureau of Construction Codes to save costs, eliminate duplicative functions and improve efficiency for customers. The new bureau name is the Bureau of Construction Codes and Fire Safety and the move is effective immediately.

Granholm said the merger makes perfect sense since both the Office of Fire Safety and Bureau of Construction Codes oversee public buildings such as schools, colleges and universities as well as child care, adult foster care, correctional and health facilities.

“This new partnership not only eliminates duplicative functions by CIS staff at a considerable cost savings, but most importantly simplifies the process for our customers who will now have one place to go to get construction plans reviewed and questions answered,” Granholm said. “Reducing the size of state government and eliminating bureaucracy for our customers are among the top goals of my administration, and I commend the work CIS has done to identify places to save tax dollars and improve service.”

The Bureau of Construction Codes is responsible for the administration of the Construction Code Act (Act 230), the Building Officials Registration Act (Act 54), the Mobile Home Commission Act (Act 96), electrical, mechanical and plumbing licensing laws, as well as the boiler and elevator programs. The bureau is also responsible for examination and licensing in the boiler, electrical, elevator, mechanical, and plumbing fields as well as licensing of manufactured home installers/services and retailers, and investigates consumer complaints against licensees. The Office of Fire Safety oversees and manages Michigan’s overall fire safety through construction plan review and fire safety inspections, training and certification of fire inspectors and the State Fire Safety Board.

Hollister said bringing the two entities together will ensure consistent regulations and uniform standards are in place as the new Bureau of Construction Codes and Fire Safety.

“The Office of Fire Safety and Bureau of Construction Codes have different sets of fire safety and building construction codes to enforce and in some instances there are potential code conflicts as well as overlapping licensing and certification standards. By having the staff working more closely together within one bureau, these issues will be resolved more easily and quickly to better serve our clients while keeping the health, safety, and welfare of Michigan’s citizens as the highest priority,” Hollister added.

### Energy Code Rule Update to Encourage Businesses to Reduce Energy Usage

New Energy Code Rules, which took effect March 13th, are expected to help businesses reduce energy costs and promote energy efficiency.

The CIS Bureau of Construction Codes & Fire Safety proposed the update to the Michigan Uniform Energy Code Rules since the previous standards were outdated and in some cases, the materials no longer existed. The state’s previous energy standard was considered antiquated at 20-plus years old and did not meet the energy needs of Michigan businesses, the state or even the nation. This rule update will encourage businesses to use modern technology and methods of energy conservation for new commercial con-

struction in Michigan without being overly restrictive or costly. CIS has already begun the process to update the Residential Energy Code as well.

### Kids Sponsored for Burn Camp

The CIS Bureau of Construction Codes & Fire Safety is sponsoring 15 children to attend the Great Lakes Burn Camp from Aug. 17th-22nd. This is a place where these children can play, heal, and grow support from another without fear, ridicule, or intrusive stares. Pretty Lake Vacation Campground is located 12 miles SE of Kalamazoo.



### Gov. Granholm Names Former Bank President OFIS Commissioner

Governor Jennifer M. Granholm announced on April 11 the appointment of Linda A. Watters, President and Chief Executive Officer of Detroit Commerce Bank, as the new Commissioner of the Office of Financial and Insurance Services (OFIS).

"Linda is not a person that eases into something only getting her feet wet – she dives right in," Granholm said. "She will start working immediately to serve as a watchdog for Michigan consumers to make certain that they are treated with the utmost fairness by insurers and financial service providers."

OFIS is responsible for the regulation of Blue Cross Blue Shield, 31 HMOs, 143 banks, 175 domestic insurance companies, 275 credit unions, 1,300 foreign insurance companies, 1,583 investment advisors, 2,164 securities broker-dealers, 6,000 consumer finance lenders, 75,000 insurance agents, and 120,715 securities agents.

Michigan coordinates the regulation of financial institutions, insurance companies, and securities industries consistent with federal financial services reform under the Gramm-Leach-Bliley Act of 1999. OFIS offers assistance to consumers who have questions or complaints about credit unions, insurance companies, banks, securities, and HMOs.

Watters, age 48 and a Dearborn resident, has more than 20 years of experience in the financial and banking industries. She was the President and CEO of Detroit Commerce Bank which she built from the ground up in 1998. It was the first bank chartered in the city of Detroit in 28 years. Today, its current asset size is more than \$30 million. Detroit Commerce Bank is part of an affiliation of 29 community banks located in Michigan, Arizona, Indiana, New Mexico, and California.

### Michigan to receive \$12.6 million as Result of Wall Street Settlement

Office of Financial and Insurance Services Commissioner Linda A. Watters announced April 28 that Michigan stands to receive \$12.6 million as a result of settlement between securities regulators and Wall Street firms related to alleged conflicts of interest at brokerage houses. The allegations were leveled against brokerage houses where analysts recommended stocks due to improper influence from their investment banking colleagues.

Under the terms of the settlement the firms are also required to distribute \$30 million over a period of five years to the Investor Protection Trust (IPT). The money will be used to fund investor education initiatives on the state and national levels. The IPT is an established charitable organization with experience handling settlement funds and a history of investor education successes.

That settlement followed joint investigations by state and federal regulators of allegations of undue influence of investment banking interests on securities research at brokerage firms. The ten firms against which enforcement actions were announced: Bear, Stearns & Co. Inc. ("Bear Stearns"); Credit Suisse First Boston, LLC ("CSFB"); Goldman Sachs & Co. ("Goldman"); Lehman Brothers, Inc. ("Lehman"); J.P. Morgan Securities, Inc. ("J.P. Morgan"); Merrill Lynch, Pierce, Fenner & Smith, Incorporated ("Merrill Lynch"); Morgan Stanley & Co. Incorporated ("Morgan Stanley"); Citigroup Global Markets Inc. f/k/a Salomon Smith Barney, Inc. ("SSB"); UBS Warburg LLC ("UBS"); and U.S. Bancorp Piper Jaffray Inc. ("Piper Jaffray").

In 2001 and early 2002, Congress and the SEC were examining the issue of analyst conflicts of interest. In April of 2002, the New York Attorney General's office announced an enforcement action against Merrill Lynch based on internal emails it uncovered that showed analysts were pressured to issue bullish stock recommendations to please investment banking clients. Soon afterward, regulators from the states, industry self-regulatory organizations and the SEC formed a joint task force to investigate Wall Street's leading investment banks. In December regulators announced an agreement in principle with the firms. The April 28th announcement marks the finalization of that agreement.





## CIS Awards Federal Grants for Energy-Efficient Houses

CIS Director David C. Hollister presented federal grants of up to \$8,000 to five Michigan builders for the state's Five Star Home Grant program to build energy-efficient houses. The presentation was held by the



*CIS Director David Hollister rides an Energy Cycle to produce enough energy to light a light bulb as Patrick Hudson, executive director of the Urban Options Energy & Environmental Demonstration House looks on.*

CIS Energy Office at the Urban Options Energy & Environmental Demonstration House in East Lansing

"The Five Star Home Grant program is an incentive for Michigan builders to utilize the latest technology to reduce energy costs and pollution," Governor Jennifer M. Granholm said. "As a condition of receiving the grants, the builders will be promoting these homes and showcasing the advantages of an energy-efficient home. This will make other builders and future home-buyers more knowledgeable about energy-efficient products currently available to reduce utility bills."

The recipients are:

- Harmony Home Construction, LLC - Beulah (Efficiency Rating: 87.1) Project Location: Frankfort
- H-S Builders, LLC - Grass Lake (Efficiency Rating: 88.4) Project Location: Grass Lake
- S.M. Smith, Carpenter - Ann Arbor (Efficiency Rating: 86.9) Project Location: Deerton
- Suburban Builders Corp. - Lansing (Efficiency Rating: 88.6) Project Location: Williamston
- SWAN Non-Profit Housing Corp. - Detroit (Efficiency Rating: 87.8) Project Location: Allen Park

Builders compete for the U.S. Department of Energy funded grants based on energy-efficiency, marketing plans and innovations. Rated by the CIS Energy Office on a scale of 1-5 stars, each house required a Five-Star rating based on a National Home Energy Rating System to be eligible for the grants. Home energy ratings help buyers identify energy efficient homes as well as understand energy costs and how to lower them.

The homes will be marketed through residential builder seminars, special displays at the sites, signs identifying the Five Star homes, advertising, videos, magazines, and open houses. Some of the homes will be used as teaching tools for students.

"Builders and consumers are becoming increasingly interested in energy-efficient products with each year we present these grants," Hollister said. "Energy-efficient products often pay for themselves and then some with the money they save in future utility bills."

For more information, visit the Energy Office website at: <http://www.michigan.gov/energyoffice>.





### CIS Co-Sponsors Great Lakes Energy Efficient Motor Rally for Earth Day

**Question:** Can school buses that smell like french fries really help the environment? (See answer below!)

That's just one question that was presented to middle school students during the Great Lakes Energy Efficient Motor Rally (GLEEM), which was co-sponsored by the CIS Michigan Biomass Energy Program (<http://www.michiganbioenergy.org>).

Dubbed the GLEEM.2003 tour, this Earth Week event drove environmental benefits of cutting-edge vehicle technology and the tools to measure them, right to the student's classroom.

As a part of a curriculum developed for the event, seventh and eighth graders at 15 schools were able to inventory school buses and family vehicles to determine the emission reduction and other environmental impacts from using alternative fuels versus traditional petroleum-based fuels.

**ANSWER:** Yes! Bio-diesel can be made from waste vegetable oil (such as used oil from deep fryers at restaurants) which can be difficult to dispose of anyway. Making fuel out of it can put it to a good use, and at the same time, reduce disposal problems.

Bio-diesel is a liquid fuel that can replace regular diesel fuel. Bio-diesel can run diesel engines that are commonly found in big vehicles such as trucks, buses, or boats.



*Above, CIS Director David Hollister speaks to science students at Otto Middle School in Lansing about alternative fuels on Earth Day, April 22. The event was coordinated by Urban Options, an East Lansing, Michigan based environmental education not-for-profit. Below, Hollister is interviewed by TV-10 in front of a GM vehicle used as a tool for middle school students to learn about fuel efficiency.*



*Hollister and Otto Middle School teacher Cathy Cole.*





### Northern Michigan Jobless Workers Urged to File by Phone

The state is telling jobless workers in Northern Michigan to file their unemployment claims through its newly expanded telephone process instead of by mail.

"The phone process for filing unemployment claims is faster and more convenient and will save jobless workers in Northern Michigan the time and expense of driving long distances as they did in the past when applying for benefits," CIS Director David C. Hollister said.

"In addition, the telephone filing process gives workers immediate confirmation that their applications have been received and entered into the state's unemployment insurance system," he said, "which removes one of the major uncertainties that unemployed workers now have with the mail-in process."

The state has expanded its telephone-filed claims process to now accept new claims for unemployment benefits as well as additional claims.

David A. Plawecki, acting director of the CIS Bureau of Workers' & Unemployment Compensation (BW&UC), said, the bureau's telephone-filed claims system has been operational in Northern Michigan since mid-January, but it has been limited to accepting only additional unemployment claims, which are existing claims that are reactivated after being interrupted by a short period of re-employment.

To file by phone, jobless workers must call a special toll-free telephone number (1-866-500-0017) that has been set up to accept unemployment claims.

The telephone system for taking unemployment claims is available to everyone north of a line extending from Muskegon to Saginaw. More specifically, the system will only accept phone calls from the following area codes: 906, 231, 989, 705 and 715. Those calling from outside these area codes will be directed to file their unemployment claims by mail or through the Internet. The bureau expects to have its telephone-filed claims process operational statewide later this year.



### Employers Can Use Internet Filing for Quarterly Wage Reports

The power of the Internet is being harnessed by the Bureau of Workers' & Unemployment Compensation to make it faster and easier for employers to file a required quarterly wage report. Employers now have the option of filing their quarterly wage detail reports through the Internet, instead of mailing paper forms or magnetic tapes.

Every quarter Michigan employers are required to report the name, Social Security number and wages paid to each of their employees. The information is then used to determine how much a worker may receive in jobless benefits should they become unemployed. Employers are finding that our web-based process for filing their wage report is freeing them from handling paper, tapes, packaging and postage. And it also benefits their employees by getting their wage information posted into our database the day after its submission, which ultimately leads to faster benefit payments.

Currently most small employers mail the wage information on paper forms called a "Wage Detail Report" (form UC 1017), while many larger employers submit their data on magnetic tape. Both methods are time consuming for employers and costly for the state.

With the new process, the bureau developed web applications for employers to use. All are on a B2G (Business to Government) web site, which provides web applications that help Michigan employers save time: <http://b2g.unemployment.state.mi.us>.

Based on earlier employer trials, the bureau expects that initially between 20 and 25 percent of Michigan's employers will opt to use the website to submit quarterly employee and wage information.





CIS Salutes is devoted to employee accomplishments (on and off the job), letters of appreciation and staff changes. Please send CIS Salutes news to: **Lori Donlan** - [ldonla@michigan.gov](mailto:ldonla@michigan.gov).

## CIS Employees in MS Walk-A-Thon Fundraiser

**Tim Martin** (Finance), **Maurine Mitchell** (Office of Policy and Legislative Affairs) and her husband, **Ron Mitchell** participated in the National Multiple Sclerosis Society walk-a-thon on Sunday, May 4th in East Lansing. Participants walked either 3.7 mile or a 12 mile trek to raise money. For information about the National Multiple Sclerosis Society, visit: <http://www.nmss.org/>

## Employees Collect Hats & Mittens for Kids

For the second year, **Mona Jildeh**, in the Licensing Division of the Bureau of Commercial Services, coordinated the collection of hats and mittens within the Bureau. The clothing was donated to Children & Family Services, and provided to children in foster care. The organization sent Mona a thank you letter for her charitable effort. Mary Kay Reed, Director of Fund Development and Jim Paparella, Executive Director, expressed their appreciation to Mona, by stating, in part, "As the demand increases, we look to those around us to help fund the programs and services that are so desperately needed by less fortunate members of our community. Thank you for helping ensure that our programs are always available."

## BSR Employee Elected to Key Lions Post

**Nancy Lampman** (Desktop Publishing Secretary) of the Bureau of Safety & Regulation's Consultation Education & Training Division was elected Vice District Governor for the 11-C2 District (which covers six counties and 47 clubs) for the Lions of Michigan. Her term runs July 1, 2003, through June 30, 2004. Nancy is currently a member of the Charlotte Lions Club, has served as an officer at all levels, and has chaired numerous projects. During her campaign for Vice District Governor, she visited 37 Lions clubs in the district! Congratulations Lion Nancy Lampman!

## Toastmaster Contest Winners

The Secondary to None Club of Toastmasters International conducted their first annual club contests for Evaluations and International Speech. BSR winners were: **Marsha Parrott-Boyle** (Standards) - First place Evaluation Contest; **Chris Passamani** (Consultation Education Training) - Second place Evaluation Contest; and **John Peck** (Occupational Health) - First place International Speech Contest. **Parrott-Boyle** advanced in competition and represented the Secondary to None Club of Toastmasters International in the

Areas 7/13 Evaluation Contest later on March 29th. Marsha gave an excellent evaluation of a target speaker and took first place for Area 13. The Secondary to None Club of TMI meets at noon every other Thursday (on paydays) in the Technical Services Section conference room at 7707 Rickle Street, two miles north of the GOB, just west of Canal.

## A Perfect Game!

Congratulations to **Jimmy Hindman** of the Bureau of Safety & Regulation's General Industry Division, who bowled a perfect game of 300 on April 1, 2003. Good bowling, Jimmy!

## Bowling Tournament

A team with **Eva Hatt** (General Industry Division), her husband, **Cliff**, and **Jimmy Hindman** (General Industry) won the Third Annual Bureau of Safety & Regulation Bowling Tournament! The other lucky winners were: **Jimmy Hindman** with a high game of 206 for men; **Michele Betz** (Wage & Hour) with a high game of 199 for women; **Allen Evans** (WH) with a low game of 84 for men; and **Linda Swanson** (WH) with a low game of 68 for women. Several stayed after the tournament and bowled more games or had other fun. **Chris Robison** (Occupational Health) bowled a total of 13 games that day.



## Staff Changes at Bureau of Commercial Services

The Bureau of Commercial Services experienced a 33 percent turnover as staff moved on, or were promoted to other positions. Since December, the following staff changes have occurred:

**Corporation Division, Document Review:** **Jessica Moreira**, Analyst, new hire; **Sue Ellen Porco**, Analyst, new hire; **Anita Ruffin**, Department Technician, reclassification; **Tracy Crockett**, Secretary, new hire; **Jodie Gillespie**, Analyst, promotion.

**Corporation Division, Customer Service:** **Michelle Phillips**, Word Processing Assistant, new hire; **Robert Engle**, Manager, new hire; **Cletonya LaGrand**, Secretary, new hire; **Val Allen**, Department Technician, promotion.

**Corporation Division, Director's Office:** **Kit Murphy**, Analyst, promotion; **Carol Meyers**, Executive Secretary, transfer from another state agency

**Enforcement, Administrative Support:** **Nancy Davids**, Word Processing Assistant, new hire; **Heather Miller**, Secretary, transferred from limited term to full time; **Stephanie Matt**, Department technician, transferred from another state department.

**Enforcement Division, Audits:** **Amy Lindner**, Auditor, reclassification; **Dennis VanCleve**, Word Processing Assistant, new hire

**Enforcement Division, Carnival/Ski Section:** **Timothy Slattery**, Lift/Ride Inspector, new hire; **Linda Douglas**, Department Technician, promotion

**Enforcement Division, Compliance:** **William Wilhelm**, Analyst, new hire; **Donna O'Brien**, Secretary, transferred from limited term to full time; **Mary Ann Miller**, Department Technician, promotion; **James Nelson**, Analyst, new hire; **Therese Pohl**, Department Technician, promotion.

**Enforcement Division, Detroit Investigations:** **Rodney Singleton**, Manager, transferred within CIS; **Susan Hood-Williams**, Regulation Agent, transferred from another state department

**Enforcement Division, Okemos Investigations:** **Matthew DuBois**, Regulation Agent, reclassification

**Licensing Division, Accountancy Unit:** **Raeann French**, Word Processing Assistant, new hire; **Alexandra Combs**, Word Processing Assistant, new hire; **Kristi Adams**, Word Processing Assistant, new hire

**Licensing Division, Cosmetology Unit:** **Diane Kalisz**, Word Processing Assistant, new hire; **Mary Littlejohn**, Word Processing Assistant, new hire; **Virginia Abdo**, Assistant Licensing Administrator, hired from another state department;

**Sarah Rock**, Assistant Licensing Administrator, reclassified

**Licensing Division, Design/Builders Unit:** **Linda Clewley**, Assistant Licensing Administrator, transferred from another state agency; **Dianne Bailey**, Assistant Licensing Administrator, transferred from another state agency; **Amelia Vallier**, Word Processing Assistant, new hire; **Jennifer Pickard**, Word Processing Assistant, new hire

**Licensing Division, Testing:** **Linda Burch**, Analyst, promotion; **Paige Colley**, Analyst, reclassification; **Foye Longworth**, Analyst, reclassification

**Licensing Division, Director's Office:** **Jeannine Benedict**, Policy Specialist, promotion

**Licensing Division, Real Estate:** **Michele Riddering**, Assistant Licensing Administrator, new hire

## CIS Receives Several Letters of Appreciation

CIS has received several letters of appreciation for a job well done by employees to serve our customers. Here are a few:

**-Thank You Commercial Services Licensing!** **Charles Paul Ingalls**, Licensed Private Investigator, commended **Alexandra Combs**, Commercial Services Licensing Division, for going out of her way to help with



his renewal. "[She] made the problem seem much easier with her assistance. Alexandra is an asset to your department and the State of Michigan."

**-Thank You Safety & Regulation Consultation Education & Training!** Chuck Kaye, Building Restoration Instructor, for the Detroit Metropolitan Masonry Joint Apprenticeship & Training Committee and the International Union of Bricklayers and Allied Craftworkers, Local 1 of Michigan, sent a letter thanking the Bureau of Safety & Regulation Consultation Education and Training Division for the training pre-job apprentices have received in the past from **Jerry Faber**, and are now receiving from **Patrick Sullivan**. "I believe that this training is important because of the hazards they will be exposed to on a daily basis," said Mr. Kaye.

**-Thank You Safety & Regulation Consultation Education & Training!** Consultation Education and Training Health Consultant **Janet Fekete** received a thank-you note from Mary Malloy, Executive Director of the Michigan Society of Hematology and Oncology, for her recent presentation on Bloodborne Infectious Diseases and Right-to-Know. "Thank you so much for addressing our members on MIOSHA standards. Even the most seasoned nurses learned something new," said Malloy.

**-Thank You Safety & Regulation Consultation**

**Education & Training!** Bill Warren, Safety Coordinator, Trim Trends, sent a letter to the Bureau of Safety & Regulation Consultation Education & Training Division saying that former CET Safety Consultants **Dave Luptowski** and **Bill Duncil** will be greatly missed. Mr. Warren said he had benefited significantly from the knowledge of both gentlemen. He also said he was pleased to learn that CET Safety Consultant **Lee Jay Kueppers** would be the regional replacement. "It is a relief to know that we will go on receiving the same level of professionalism that we have been accustomed to in the past," said Warren.

**-Thank You Safety & Regulation Asbestos Program!** **Jon Walker**, Industrial Hygiene (IH) with the Asbestos Program, Occupational Health Division (OHD), received a comment with abatement information submitted for an inspection. "I also want to thank you for all your help in dealing with our situation at The Villages of Oscoda. Your rapid response in dealing with this issue is truly refreshing and I truly commend and appreciate your professional approach to resolving this issue."

**-Thank You Safety & Regulation Asbestos Program!** The Asbestos Program, Occupational Health Division received the following comments from an asbestos abatement contractor who decided not to renew his contractor or inspector licenses

because they no longer fit his business plan: "For what it may be worth, we have great admiration for the Asbestos Program and for the professionalism of your staff."

**-Thank You Safety & Regulation Consultation Education and Training Division Consultant Dan Maki** and CET Grantee James Dougovito provided safety training for Michigan State Industries (MSI) staff at Camp Ojibway Sawmill. Jay Ketcik, MSI Operations Manager, wrote to say that the training was very positive. Dennis Salbashian, Sawmill Superintendent, said, "the training was excellent and both of you did an outstanding job."

**-Thank You Safety & Regulation Construction Safety!** **George Pushies**, one of our newest construction safety officers recently conducted a formal complaint investigation. The steward called to thank the division for the quick response and stated that George was "very professional" and complimented him in the way he handled the complaint. He said that he was somewhat uneasy about filing a complaint, but George informed him of all his rights and made him feel "comfortable" with his decision.

**-Thank You Safety & Regulation Occupational Health!** Director David Hollister received a letter from a vice president of a community hospital that had been cited by **Gerry Dike**, an industrial hygienist with the Farmington-District 5





office of the Occupational Health Division. It stated: "I have had the opportunity to work with many regulatory surveyors in my history as a healthcare executive and wish to convey my gratitude for the professional and educational manner in which Mr. Dike conducted his survey. It was evident from the beginning of his stay and well into the closing summation that Mr. Dike was a very knowledgeable, caring, and educational surveyor. His concern for the well being of our employees was genuine and greatly appreciated. I applaud you as his director for having him on your team!"

## Staff Changes at Bureau of Safety & Regulation

The Bureau of Safety & Regulation has several staff changes to announce:

### *Occupational Health Division:*

**-John Hodgson** has accepted the position of supervisor for the District 2 - Saginaw Office effective April 14. John is a certified industrial hygienist with an MS in Industrial Hygiene from UM. The District 2 office is responsible for 22 counties.

-The following four candidates have accepted the Industrial Hygienist positions with the Occupational Health Division:

**-Sonja Bair** will fill a District 5 vacancy in Farmington. She has an M.S. degree in Industrial Hygiene and an M.S. degree in Environmental Health from University of Michigan, Ann

Arbor.

**-Ryan Brzak** will be working in a District 6 position in Lansing. He has a B.S. degree in Industrial and Environment Health Management from Ferris State University.

**-Carla Mose** will fill the District 2 position in Saginaw. She has a B.S. degree in Environmental Health and Safety Management from Ferris State University.

**-Carrie Taube** will fill a second District 5 position in Farmington. She has an M.S. degree in Industrial Hygiene from Wayne State University.

### *General Industry Division:*

**-Florene K. Combs** joins the staff as a Word Processor 7 effective March 31. Florene comes is from the Family Independence Agency.

**-John Bodnar** will fill the vacant Grand Traverse-Wexford-Manistee County position. Bodnar is currently working for a major Michigan safety-consulting firm. Bodnar is a consultant/compliance trainer.

**-James Herrmann, Jr.** will fill the vacant Livingston-Ingham-Shiawasee Counties position. Herrmann was the Environmental, Health and Safety Compliance Manager of a major Michigan Waste Service with responsibilities of 13 facilities in southeast Michigan.

**Construction Division: Steven Jones** has accepted a position as a

construction safety officer. Steve is a journeyman ironworker with Local 25 who has over 18 years of steel erection and welding experience. After completion of his training he will be assigned to Grand Traverse/Otsego and counties in the northwest area of the Lower Peninsula.

### *Consultation Education & Training:*

**-Paula VanderMoere** has been named the new Secretary E8 (Safety Onsite Secretary). Paula has been with the CET Division as Word Processor 7, since December 1999.

**-Bill Lykes and John Brennan** are two new management staff for the CET 23-G Program. Most recently, Lykes was an Industrial Hygienist in the CET Consultation Unit. Brennan has 18 years of occupational safety experience and is recognized as an internal resource on the topic of process safety management.

**Bureau of Safety & Regulation Director's Office: Kim Hewitt** of the Occupational Health Division has been appointed as the Bureau Director's secretary effective April 14, 2003.